

POLICY AND PROCEDURES

NUMBER: 2002

SUBJECT: Inmate Telephone Access

ACA STANDARDS: 4-ALDF-2A-65; 5B-11, 12; 6A-04, 05

INTERIM DIRECTOR: *Lt. Col. Troy Doyle*

EFFECTIVE DATE: 9/97 REVISION DATE: 11/99, 8/06,
12/11, 1/18, 11/19



I. POLICY

The St. Louis County Department of Justice Services shall grant all inmates with reasonable and equitable access to telephones upon admission and subsequent incarceration, in order to provide contact with legal representatives and family members.

II. RESPONSIBILITIES

All St. Louis County Department of Justice Services' staff are responsible for the following procedures.

III. PROCEDURES

A. Types of Phones

1. Intake

- a. Free phones (no charge) are provided to allow the prisoners the opportunity to make local calls for the purpose of arranging their release.
- b. Collect call phones are provided to allow the prisoners the opportunity to make long distance calls for the purpose of arranging their release.

2. Infirmery/Housing Units
 - a. All inmates will receive 1 free phone call on the collect phone system each week
 - b. Collect call phones are provided for all other communication purposes.

B. General Information

1. All inmates are required to register his/her voice in the voice recognition system before making any calls.
2. Telephones in the Intake Service Center Open Seating area are available to prisoners twenty-four (24) hours a day.
3. Phone privileges will not be available to prisoners prior to reaching the Open Seating area, with one exception: DWI suspect(s) who need to phone their attorney prior to taking the breathalyzer test.
4. During peak hours in the Open Seating area the phones will be monitored by the Intake Security Officer.
5. Destruction of phones and/or abuse of phone privileges will result in the prisoner being placed in a holding cell and phone privileges revoked.
6. The Infirmery and Housing Unit Officer will turn the collect telephones on each morning at approximately 9:00 AM after cell/housing unit inspections are completed to the officers' satisfaction.
7. The Infirmery and Housing Unit Officers will turn the phones off each night at 10:00 PM, with a five (5) minute warning given prior to disconnection.
8. Inmates may make collect telephone calls throughout the day except during the following times: meals, official facility counts, linen/clothing exchange, facility emergencies and other times as directed by the Housing Unit Officer.
9. All inmates will have equal access to telephones. The Housing Unit Officer may monitor and restrict the amount of time inmates spend on the phone.

- [10.]** Inmates will receive *three (3)* 30 minute free calls each week on the collect phones. The free calls will be programmed on their account. The free call is for local, long distance, or international calls.]
- 11.** Inmates in general population have the ability to pre-pay for collect calls inside and outside of the United States via the funds in their inmate account. Money is transferred to the phone account by the inmate using the touch screen commissary kiosk in the housing unit. Inmates in segregation do not have access to pre-pay their phone account.
- 12.** Inmates will be afforded reasonable privacy unless there is cause to believe that the telephone privilege is being used in a manner that is in violation of the law or detrimental to the safety of the facility, staff, other inmates and the community.
- 13.** Any abuse of telephone equipment or misuse of the telephone will result in the loss of telephone privileges or other disciplinary action.
- 14.** Foul, abusive or threatening language during telephone use will result in telephone privileges being terminated immediately.
- 15.** In an emergency situation, inmate telephones will be disconnected immediately. Telephone usage will be restored only when authorization has been given by the Unit Manager and/or Watch Commander.
- 16.** Any broken or inoperable telephone will be documented and reported immediately to the contracted phone technician and appropriate measures taken to repair or replace it.
- 17.** Inmates will not be allowed to use any telephone designated for staff use only.
- 18.** All inmate phone calls are recorded and are subject to monitoring.
- 19.** All inmate phone calls are subject to release to law enforcement agencies, courts, and the media upon request.

C. Incoming Calls and Messages

- 1.** Incoming telephone calls for inmates will not be accepted. Messages will only be taken for inmates under the following conditions:
 - a.** Family emergencies, calls concerning legal matters and death notifications that have been verified by the Unit Manager, Unit Caseworker or the Watch Commander in their absence.
- 2.** Inmates may receive voicemail messages on the collect phone system. The cost associated is billed to the caller's pre-paid phone account.

E. Restrictions

- 1.** Inmates confined in the Infirmary and Mental Health units will make collect calls in the dayrooms, as in any other housing unit. However, inmates in the medical isolation cells will be required to make all calls from a telephone inside their cells.
- 2.** Inmates housed in the two special disciplinary cells within an indirect housing unit and those in Disciplinary Segregation are allowed one (1) free phone call a week and in cases of emergency or when necessary to provide access to attorneys or courts, with the approval of the Unit Manager or the Unit Corrections Case Manager.

F. *Services for Deaf or Hard of Hearing Inmates*

- 1.** *A T.T.Y or Video Phone (for inmates that know American Sign Language) will be available for deaf or hearing impaired inmates and/or for inmates with family members who are deaf or hearing impaired.*
- 2.** *Video phones are stored in the exam room of housing unit 8A and in the Intake Service Center. There is also a video phone located in the office of the Security Electronics Administrator and will be delivered to any housing unit interview room upon request.*

3. *A T.T.Y. will be stored in the Intake Service Center to be used by deaf or hearing impaired prisoners being held awaiting processing or will be delivered to the housing unit floor upon request.]*
4. *Inmates who require the video phone or T.T.Y.. must be given the same phone as the general population housing units are allowed. The times the phone is used should be logged into the inmate's journal in IJMS.*
5. *When using the video phone, the inmate will dial the number they need to call directly into the phone, but the call will go to an interpreter who will complete the call for the inmate and speak to the called party for the inmate.*
6. *Relay MO is also available to inmates who are speech disabled or have family and friends that need a relay service. From the inmate phones, Relay MO can be contacted by dialing *777.*
7. *There is no cost involved to the inmate for the use of the video phone or interpreter, as these costs are covered by taxes collected on phone bills throughout the United States.*